FAQ – ePass

Q. What is ePass Montana?

A. ePass Montana is a convenient and secure way to access all authorized eGovernment services with the State of Montana using one username and password. For example, you can choose to add your withholding account, your child support account, unemployment account, and many others you access individually through the state website. Once added, you can access these accounts through your one username and password.

Q. What are the benefits of ePass Montana to Montana's businesses and citizens?

A. (1) It allows you access to all authorized eGovernment services through one entry point using one username and password. (2) Provides customization options for mt.gov so customers can personalize their services page. (3) Shows you what other government services may be useful to you. (4) It is secure. (5) it is easy to use.

Q. **How do I sign up for ePass?**

A. (1) To create an ePass account, go to https://app.mt.gov/epass/epass.
   (2) Use the 'Create an ePass account' link to create an ePass account and establish a username and password. Remember to write down your username and password.

Q. **I got a message saying that I already have an ePass account. What do I do?**

A. If you get a message while trying to create an ePass account that says you already have an existing ePass account, just proceed by clicking the "Continue" button at the bottom of the page.

Q. What do I need to know in order to create a password?

A. Your password must: (1) be at least 8 characters long, (2) use both letters and numbers, (3) be different from your username and (4) it is case sensitive.

Q. **Can a person have more than one ePass account?**

A. Yes, a person may have more than one ePass account.